

## Citizen's Complaints Lodged in 2012

Thirty-nine citizens filed a total of forty-nine complaints against Manchester PD employees in 2012. In comparison forty-seven citizens filed a total of fifty-eight complaints in 2011. Forty-two citizens filed a total of fifty-eight complaints in 2010.

All of these complaints were investigated by the Manchester Police Department and resulted in the following findings for 2012:

<b><u>TYPE</u></b>	<b><u># OF CASES</u></b>	<b><u>UNFOUNDED</u></b>	<b><u>UNSUBSTANTIATED</u></b>	<b><u>SUBSTANTIATED</u></b>	<b><u>EXONERATED</u></b>
Rudeness	11	11	0	0	0
Unnecessary/ Excessive Force	5	3	0	0	2
Improper Conduct	5	1	2	1	1
Bias Based Complaint	1	1	0	0	0
Ineffective Service	18	11	0	7	0
Lost Property	2	1	1	0	0

<b><u>TYPE</u></b>	<b><u># OF CASES</u></b>	<b><u>UNFOUNDED</u></b>	<b><u>UNSUBSTANTIATED</u></b>	<b><u>SUBSTANTIATED</u></b>	<b><u>EXONERATED</u></b>
Illegal Activity	2	2	0	0	0
Refusal to ID	1	1	0	0	0
Threatening Behavior	2	2	0	0	0
Improper Police Action	2	1	0	1	0

	<b><u># OF CASES</u></b>	<b><u>UNFOUNDED</u></b>	<b><u>UNSUBSTANTIATED</u></b>	<b><u>SUBSTANTIATED</u></b>	<b><u>EXONERATED</u></b>
<b>Totals</b>	<b>49</b>	<b>34</b>	<b>3</b>	<b>9</b>	<b>3</b>

\* Note: Some complainants made allegations including two or more of the above complaint categories.